

WE CLAIM:

1. A method of processing orders over the Internet, the method comprising:

(a) identifying a customer;

5 (b) receiving details of a new product order from the customer;

(c) confirming details of the new product order with the customer;

10 (d) determining a date on which ordered products are to be delivered to the customer; and

(e) sending information pertaining to the new product order to at least one supplier.

2. The method of processing orders over the Internet as claimed in claim 1, wherein the method also comprises:

15 (f) arranging for the delivery of products associated with the new product order to a delivery receiving location designated by the customer.

3. The method of processing orders over the Internet as claimed in claim 2, wherein the method also comprises the step of coordinating the collection of a plurality of products from a plurality of suppliers for subsequent delivery to said delivery receiving location.

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4. The method of processing orders over the Internet as claimed in claim 1, wherein the method also comprises displaying details pertaining to at least one of the following: outstanding orders, orders being processed, previously processed orders, saved orders.

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5. The method of processing orders over the Internet as claimed in claim 4, wherein said saved orders include repeat orders.

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6. The method of processing orders over the Internet as claimed in claim 1, wherein said method also comprises at least one of the following steps: displaying advertising material, displaying order statistics, displaying product information, displaying information relating to the preparation or use of products.

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7. The method of processing orders over the Internet as claimed in claim 1, wherein said method also comprises selecting at least one product from at least one group of products, and wherein the customer may only select products that the customer has been pre-authorized to select.

10 8. The method of processing orders over the Internet as claimed in claim 1, wherein step (e) is performed by at least one of the following: electronic mail, fax, telephone, any printed means, any electronic means.

9. The method of processing orders over the Internet as claimed in claim 8, where step (e) is performed in real-time.

15 10. The method of processing orders over the Internet as claimed in claim 8, wherein the method also comprises the step of communicating details pertaining to the product order to at least one component provider of the at least one supplier.

20 11. The method of processing orders over the Internet as claimed in claim 1, wherein all the steps comprising the method are performed in real-time.

12. The method of processing orders over the Internet as claimed in claim 1, wherein the method also comprises charging a fee to the customer.

13. The method of processing orders over the Internet as claimed in claim 1, wherein the method also comprises charging a fee to at least one supplier.

14. The method of processing orders over the Internet as claimed 5 in claim 1, wherein the method also comprises displaying status information on an order for tracking purposes.

15. A system for processing orders over the Internet, said system comprising:

10 (a) an order processing module for providing order information to at least one supplier;

(b) at least one database connected to said order processing module, wherein said at least one database contains order information, customer information, product information, and supplier information; and

15 (c) a user interface connected to said order processing module for receiving input from a customer.

16. The system for processing orders over the Internet as claimed in claim 15, wherein the user interface is a web-based interface.

17. The system for processing orders over the Internet as claimed 20 in claim 15, wherein said system also comprises an administration module connected to said order processing module.

18. The system for processing orders over the Internet as claimed in claim 15, wherein said system also comprises a communications module adapted to permit users of the system to communicate with one 25 another.

19. A system for processing product orders made by a customer

over the Internet, the system comprising:

- (a) output means for viewing previously entered product orders;
- 5 (b) input means for entering a new product order and selecting an order delivery date and an delivery receiving location; and
- (c) processing means for communicating details of said new product order to at least one supplier and coordinating the delivery of at least one product to said 10 delivery receiving location.

20. The system for processing product orders made by a customer over the Internet as claimed in claim 19, wherein said customer is a grocery store or restaurant.

15 21. The system for processing product orders made by a customer over the Internet as claimed in claim 20, wherein said new product order comprises an order for at least one product typically having a shelf life of less than 72 hours.

20 22. The system for processing product orders made by a customer over the Internet as claimed in claim 21, wherein said new product order comprises an order for at least one product typically having a shelf life of between 24 and 48 hours.

25 23. The system for processing product orders made by a customer over the Internet as claimed in claim 19, wherein said method also comprises display means for displaying at least one of the following: advertising, order statistics, product information, information relating to the preparation or use of products.

24. The system for processing product orders made by a

customer over the Internet as claimed in claim 19, wherein said method also comprises tracking means for tracking said previously entered product orders.

25. A method of processing product orders over the Internet, the
5 method comprising:

- (a) identifying a customer;
- (b) displaying details pertaining to at least one outstanding orders, orders being processed, previously processed orders, saved orders;
- 10 (c) receiving details of a new product order from the customer;
- (d) confirming details of the new product order with the customer;
- 15 (e) determining a date on which ordered products are to be delivered to the customer;
- (f) sending information pertaining to the new product order to at least one supplier; and
- (g) arranging for the delivery of products associated with the new product order to a delivery receiving location as designated by the customer.

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26. The method for processing product orders over the Internet as claimed in claim 25, wherein said customer is a grocery store or restaurant.

27. The method for processing product orders over the Internet as claimed in claim 26, wherein said new product order comprises an order for 25 at least one product typically having a shelf life of less than 72 hours.

28. The method for processing product orders over the Internet as claimed in claim 27, wherein said new product order comprises an order for at least one product typically having a shelf life of between 24 and 48 hours.

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29. The method of processing product orders over the Internet as claimed in claim 25, wherein said method also comprises at least one of the following steps: displaying advertising material, displaying order statistics, displaying product information, displaying information relating to
5 the preparation or use of products.

30. The method of processing product orders over the Internet as claimed in claim 25, wherein said method also comprises displaying status information on an order for tracking purposes.

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